



County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746  
Tel (562) 908-8400 • Fax (562) 695-4801



SHERYL L. SPILLER  
Director

Board of Supervisors  
GLORIA MOLINA  
First District  
MARK RIDLEY-THOMAS  
Second District  
ZEV YAROSLAVSKY  
Third District  
DON KNABE  
Fourth District  
MICHAEL D. ANTONOVICH  
Fifth District

May 2, 2013

**TO:** Each Supervisor

**FROM:** Sheryl L. Spiller, Director

**SUBJECT: NOTICE OF INTENT TO ACQUIRE TWO WORK ORDERS UNDER THE INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT FOR THE LEADER REPLACEMENT SYSTEM**

This is to notify you of my intent to request the Internal Services Department (ISD) to acquire two Work Orders (WOs) under the Information Technology Support Services Master Agreement (ITSSMA) in support of the LEADER Replacement System (LRS) project. The WOs for this project are intended to provide a Project Management Quality Assurance Consultant and a Technical Quality Assurance Consultant (ITSSMA QA Consultants) at a projected cost of \$800,000 to support the LRS project team. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

**BACKGROUND**

On November 7, 2012 the Board approved the LRS contract to successfully replace and consolidate several large-scale legacy case management systems (i.e. LEADER, GEARS and GROW) for the Department of Public Social Services (DPSS), as well as replace both manual and semi-automated processes for Foster Care and Adoptions Assistance payments for the Department of Children and Family Services (DCFS) with a modern, state of the art LRS that provides enhanced capabilities through web-services and service-oriented architecture frameworks. The LRS Contractor (Accenture), selected through competitive procurement, will design, develop, test and successfully implement the LRS to meet the County's requirements. They will also host, operate, manage, maintain, support, modify and enhance the LRS for the term of the LRS Agreement, ensuring that LRS functionality continues to meet the requirements of the County.

Consistent with industry best practices surrounding system projects of the size and complexity of LRS, a Quality Assurance/Quality Control (QA/QC) Contractor is required to support the LRS project team to monitor all LRS project activities, perform deliverable reviews, provide analysis and recommendations surrounding various system specifications, and assess and support project management activities throughout the project lifecycle. Therefore, DPSS is in the process of developing a Request for Proposals to competitively procure the services of a QA/QC Contractor, who will provide the Department with expert resources for the duration of the LRS design, development and implementation in Los Angeles County, as well as provide post-implementation support to the LRS project team. It is anticipated that the solicitation will be released to the vendor community in the summer of 2013, with a QA/QC Contractor possibly selected by February 2014, pending Board approval.

As LRS is a mission-critical project for the Department, it is essential to immediately secure ITSSMA QA Consultants to provide these services and ensure that the LRS project team has the support they need to thoroughly review deliverables, and provide in-depth analysis of the LRS system until a long-term QA/QC Contractor is selected through the aforementioned competitive procurement and approved by the Board.

### **SCOPE OF WORK**

The ITSSMA QA Consultants being requested under these two work orders will be responsible for monitoring LRS project activities and performing independent reviews, analysis and assessments, as well as monitoring the progress of the LRS project, assessing compliance with the LRS Agreement, and reviewing information shared with stakeholders on the status of the LRS project.

**Project Management QA Consultant** will support the overall success of the LRS project by performing the following types of services: Reviewing and supporting the LRS governance and change management processes for the legacy systems being replaced (e.g., LEADER, GEARS, and GROW); tracking and assessing project processes and methodologies, requirements traceability, change management, deliverable and milestone reviews, risk mitigation strategies and project constraints (i.e., project scope, cost and time); advising DPSS of current and emerging project management standards, methods, strategies, potential challenges, and recommendations; monitoring the LRS vendor for proper adherence to the schedule outlined in the LRS Project Control Document.

**Technical QA Consultant** will support the overall success of the LRS project by performing the following types of services: Reviewing and ensuring LRS compliance with all applicable technology standards at the County, State and federal level; ensuring compliance with County, State and federal legislation; advising DPSS management of technical compliance or architecture issues; developing risk mitigation strategies and corrective action recommendations; serving as an independent source of information regarding the status and quality of the overall LRS design; performing detailed technical reviews, analysis, and assessments pertaining to the design and development of the LRS.

### **JUSTIFICATION**

The Department currently does not have sufficient staff or expertise to provide third-party compliance reviews, project management reviews, detailed technical analysis, risk mitigation strategies, and corrective action recommendations; all of these are essential services the Department requires to support managing a large and complex systems project such as LRS in order to ensure a successful implementation. It is imperative to engage the ITSSMA QA Consultants as soon as possible in order to have their full support during the upcoming LRS design phase beginning in June/July 2013. The duration of each of the ITSSMA QA Consultant work orders is anticipated to be approximately one year, in order to provide the Department with sufficient time to complete a competitive procurement to secure the services and expert resources of a long-term QA/QC Contractor for the duration of the LRS Agreement.

### **FISCAL IMPACT**

The proposed total amount of \$800,000 will be sub-vented by State and federal revenue in an estimated amount of \$731,000. The corresponding estimated net County cost is \$69,000. Funding for Fiscal Year (FY) 2012-13 has been included in the Adopted Budget. Sufficient funding has been included in the FY 2013-14 Recommended Budget Request. The funding for QA/QC contracted services has always been planned for and included in the LRS total project budget. This funding is not payable to Accenture in any way, as the selected contractor will be providing the Department with independent assessment services of Accenture's work products on the LRS project.

### **NOTIFICATION TIMELINE**

Consistent with the ITSSMA policies and procedures, we are informing the Board of our intention to acquire the two ITSSMA work orders required for this project. In ten business days, absent any concerns from your office, we will notify ISD to proceed with the ITSSMA process to secure the requested Consultants. If there are any questions, please feel free to contact me, or have your staff contact Michael Sylvester, Assistant Director over the Bureau of Contract and Technical Services, at (562) 908-8327.

SLS:ph

c: Executive Officer, Board of Supervisors  
County Counsel  
Chief Executive Officer  
Director, Internal Services Department

REVIEWED BY:

  
Richard Sanchez, Chief Information Officer

Date: 5-1-13